



Foster Care Medical Team (FCMT)

The IVR phone options have changed. To reach FCMT, please follow these instructions:



Start by dialing 1-800-562-3022

The recorded message will say, "This call will be monitored or recorded for documentation purposes ...Thank you for calling the Health Care Authority Washington's Apple Health Medicaid....our menu options have changed**please listen to all options before making a selection**....To continue in English-**press 1** or stay on the line..."



PRESS 1

The next recorded message will say, "If you have an extension number, **press 1** now..."



PRESS 1

You will hear, "In order to transfer to an agent we need to collect some information, if you are a client or calling on behalf of a client and you need to speak to an agent...**press 1** now..."



PRESS 1

You will hear, "To enter the 9 digit number which ends in WA from your provider one services card press 1, to enter the 9 digit social security number press 2..." **PRESS '0' NOW** (you will not hear this option- it is an unspoken option).



PRESS 0

You will hear, "Your call is being transferred to an agent please holdPlease enter the 5 digit extension number now- **dial 15480**".



PRESS 15480

You will be directed to an agent in the FCMT in just a few moments.

